Synergy Order App - Serial Numbers at the Till

Some items, such as phones, are sold with a serial number for each unit. This guide shows how to enter the serial numbers in the Pay window of the till.

Before you start

- Use this in a shop where the Order App is linked to the Synergy shop server and sells from the till.
- The shop server must be a version that supports serial numbers.

Steps

1. Add the item and tap Pay

Add the serial item to the bill and open the Pay window.

2. Find the serial numbers

The Pay window lists each serial item under Serial numbers. When the shop requires them it says Serial numbers (required). Each line shows how many are needed, for example None entered - 2 needed, and a button such as Serials 0/2.

3. Enter the serial numbers

Tap the Serials button of the line. Scan or type a serial number and tap Add. The window counts them, for example 1 of 2 serial number(s). Each unit needs its own serial number.

4. Pick from stock

Instead of typing, tap Pick from stock. The serial numbers in stock for the item are listed, with In stock (number) - tap to add. Tap a serial number to add it.

5. Complete every line

When a line has all its serial numbers, its text is no longer red. Do this for every serial item on the bill.

6. Confirm the payment

Tap Confirm payment. If the shop server wants you to check the serial numbers, a window titled Check the serial numbers shows the reason. Tap Cancel to correct them, or Pay anyway if you are sure.

Tips

- A serial number has at most 30 characters and cannot be entered twice on the same bill.
- When the shop does not require serial numbers, you may pay without them. If you start a line, it must have all its serial numbers.
- The rules for serial numbers are the same as in the POS and are set there.

Common problems

A message says a serial number is already entered.

Each serial number can be used once on a bill. Remove the duplicate or type the correct one.

A message says the line needs a number of serial numbers.

Remove one first, or check the quantity of the line.

Order App (screens from build 2026-11-13A) - Guide date 2026-11-13.